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Office of Finance and Administration Systems Corporate Balanced Scorecard

Mission

To develop and manage IT services for NOAA & DOC

Vision

To continue to develop a standard, cost-effective architecture

Values

To foster staff & customer relationships, planning, & opportunities to improve services and lower costs



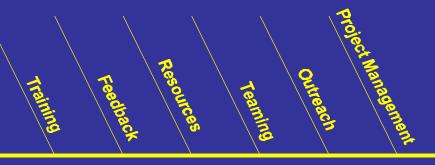
Office of Finance and Administration **Systems Corporate Balanced Scorecard**



System Map

Suppliers

- Vendors
- Contractors
- Gov't Agencies
- Management
- Staff



Customers

- OFA
- NOAA
- DOC
- Public
- Gov't Agencies

MANAGING INFORMATION TECHNOLOGY

Inputs

- Resources
- Policy & Regulations
- Materials
- Services
- Requirements
- Information/ Knowledge



Outputs

- ADP Applications
- Strategic Plans
- Networks
- Systems
- Business Process Consulting
- IT Security
- IT Access
- IT Support



Office of Finance and Administration Systems Corporate Balanced Scorecard



Financial Perspective

Objectives

Decrease cost per seat for desktop applications

Performance Measure

Cost per seat CY
Cost per seat PY

Customer Perspective

Objectives

 Increase % of customers reporting that expectations have been met

Performance Measures

of customers reporting expectations met
Total Reporting



Office of Finance and Administration Systems Corporate Balanced Scorecard



Internal Business Perspective

Objectives

 Increase % of technical inquiries (TI) resolved correctly after first contact Performance Measure

Number of Tl's resolved after first contact

All inquiries

Innovation / Learning & Growth Perspective

Objectives

 Increase % of skills available over skills needed by organization

Measures

Skills Available
Skills Needed by organization





Office of Finance and Administration Systems Corporate Balanced Scorecard

Internal Business Perspective

Objectives

 Increase amount of pre-system requirement's planning with customers

Performance Measure

 # of system requirement planning documents